



## Privacy Policy (Revision 3)

**Target audience:** All Authority workers and individuals engaging with the Authority

### Purpose

1. The *Privacy Act 1988* (Privacy Act) requires the entities bound by the Australian Privacy Principles (APPs) to have a privacy policy. This privacy policy outlines the personal information handling practices of the Great Barrier Reef Marine Park Authority (the Authority).
2. The specific legal obligations of the Authority when collecting and handling your personal information are outlined in the Privacy Act and in particular in the APPs found in that Act. We will update this privacy policy when our information handling practices change. Updates will be publicised on our website and through our email lists.

### Context/ scope

3. We collect, hold, use and disclose personal information to carry out our functions or activities under the *Great Barrier Reef Marine Park Act 1975* and associated environmental legislation. Other legislation may also confer powers or functions on the Authority including the *Environment Protection and Biodiversity Conservation Act 1999*, *Freedom of Information Act 1982* and the *Public Governance and Performance Accountability Act 2013*.
4. These functions and activities include:
  - management of the Great Barrier Reef Marine Park (Marine Park)
  - allowing for ecologically sustainable use of the Great Barrier Reef Region (the Region) while providing for:
    - public enjoyment and appreciation
    - public education about and understanding of the Region
    - recreational, economic and cultural activities
    - research in relation to the natural, social, economic and cultural systems and value of the Region
  - encouraging engagement in the protection and management of the Region by interested persons and groups, including Queensland and local governments, communities, Indigenous persons, business and industry
  - assisting in meeting Australia's international responsibilities in relation to the environment and protection of world heritage
  - making recommendations to the responsible Minister in relation to the care and development of the Marine Park
  - regulating use of the Marine Park through a system of permissions
  - investigating suspected offences and ensuring compliance with the *Great Barrier Reef Marine Park Act 1975* and associated environmental legislation
  - operating a joint field management program with the Queensland Department of Environment and Science, through the Queensland Parks and Wildlife Service. This operation includes conservation and monitoring, incident response, welcoming visitors and upholding compliance
  - communicating with the public, stakeholders and the media including through websites and social media

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### POLICY

Document No: 100350, revision 3  
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- operating the national education centre for the Marine Park (Reef HQ Aquarium)
- managing Reef Advisory Committees
- assessing suitable candidates for career opportunities within the Authority.

### Personal information

5. Personal information is defined in the Privacy Act to mean information or an opinion about an identified individual, or an individual who is reasonably identifiable:
  - (a) whether the information or opinion is true or not; and
  - (b) whether the information or opinion is recorded in a material form or not.
6. In general terms, personal information is any information that can be used to identify you and includes your name, address, telephone number, email address and profession or occupation. If the information that we collect identifies you, or your identity can be reasonably ascertained from it, the information will be considered personal information.

### Related documents/ legislation

7. The Authority's privacy complaints procedure.

### Collection of your personal information

8. At all times we try only to collect the information we need for the particular function or activity we are carrying out.
9. The main way we collect personal information about you is when you give it to us. For example, we may collect your personal information such as contact details, financial information, racial or ethnic origin, criminal records, or occupation when you:
  - contact us to ask us for information (but only if we need it)
  - notify us about a possible offence against our legislation committed by another person (but only if we need it to investigate the allegation further)
  - make a complaint about services you have received from the Authority
  - make a complaint about a possible privacy breach
  - make an application for a Marine Park permission
  - make a submission in response to a public consultation (although you are not required to provide your name and contact details)
  - apply for Reef HQ Aquarium membership
  - apply for membership of a Reef Advisory Committee
  - apply for a job vacancy at the Authority.
10. We may also collect personal information from you for the purposes of compliance with your obligations under the *Great Barrier Reef Marine Park Act 1975* and associated environmental legislation. For example, you may be required to provide your name and address if a Marine Park inspector reasonably suspects that you have committed an offence against the *Great Barrier Reef Marine Park Act 1975* or associated environmental legislation.

### Collecting sensitive information

11. We may also need to collect sensitive information about you, for example to investigate a complaint or to further engage with you for the purposes ascertaining your views about a particular project. This might include information about your racial or ethnic origin, association memberships or criminal history.

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### Indirect collection

12. In the course of handling or resolving a complaint, investigating a possible offence against the *Great Barrier Reef Marine Park Act 1975* or associated environmental legislation, or assessing a Marine Parks application, we may collect personal information (including sensitive information) about you indirectly from publicly available sources or from third parties such as:
  - your authorised representative, if you have one
  - applicants, complainants, respondents to a complaint, investigation, application or the third parties' employees and witnesses
  - the State of Queensland, in particular from the Queensland Parks and Wildlife Service who jointly manage the Marine Park with us, or from the Australian Government Department of the Environment and Energy.
13. We may also access personal information (including sensitive information) about you through surveillance and enforcement related activities.

### Anonymity and pseudonymity

14. Where possible, we will allow you to interact with us anonymously or using a pseudonym. For example, if you contact our Public Information Unit with a general question we will not ask for your name unless we need it to adequately handle your question. Similarly, we generally do not require your name if you complete a survey or provide comments on a public consultation process.
15. However, for most of our functions we usually need your name and contact information and enough information about the particular matter to enable us to fairly and efficiently handle your enquiry, request, complaint or application, or to act on your report.

### Collecting through our websites

16. The Authority has its own public website – <http://www.gbrmpa.gov.au/> – and we manage a number of associated websites including:
  - Reef HQ Aquarium <http://www.reefhq.com.au/>
  - Eye on the Reef <http://www.gbrmpa.gov.au/sightings-network/>
  - Reef Explorer <http://www.gbrmpa.gov.au/ReefExplorer/>
  - GeoPortal <http://www.gbrmpa.gov.au/geoportal>
17. When you browse our website, our Internet Service Provider makes a record of your visits and logs (in server logs) the following information for statistical and security purposes:
  - your server and assigned IP address
  - your top level domain name (for example .com, .gov, .au)
  - your operating system (for example Windows, MAC)
  - the date and time for your visit to the site
  - the pages accessed and documents downloaded
  - the previous site you visited
  - the type of browser used.
18. When you browse our websites no attempt will be made to identify you except in the unlikely event of an investigation, where a law enforcement agency may exercise legal authority to inspect the Internet Service Provider's logs.

### Cookies

19. Some websites may use technology called cookies. Cookies are pieces of information that a website can transfer to your computer when you access information on that site. Cookies can

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make websites easier to use by storing information about your preferences on a particular site. Our websites do not use cookies.

### Email lists, registrations and feedback

20. We will collect information that you provide us when signing up to mailing lists (for example, subscribing to newsletters), registering for events, reporting incidents via our online reporting form, or when submitting feedback or requests for information via our online forms.
21. On occasion we may use a third party provider to manage our mailing lists and event registrations. When subscribing to a mailing list or registering for an event you may be required to provide the third party with your name, address, telephone number and email address. This information will be provided to us by the third party on our request.

### Social networking services

22. We use social networking services such as Instagram, LinkedIn, Twitter, Facebook and YouTube to communicate with the public about our work. When you communicate with us using these services we may collect your personal information, but we only use it to help us communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These services have their own privacy policies. You can access their privacy policies on their websites.

### Online services

23. The Authority manages a number of online platforms to provide the public and stakeholders with a user-friendly system to engage with us. These online platforms include:
  - Bookings online <https://secure.gbrmpa.gov.au/bookingsonline/>
  - EMC online <https://secure.gbrmpa.gov.au/EMC/>
  - Permits online <https://secure.gbrmpa.gov.au/permitsonline>
  - Collaboration Portal
  - Reef 2050 project portal
24. These platforms are secure and can only be accessed by stakeholders with a login and password. Access to these platforms within the Authority is on a need to know basis and access is restricted only to those staff who manage these processes and systems. The Authority does not use or disclose your personal information provided via these online platforms for any other purpose without your consent.

### Disclosure

25. Common situations in which we disclose information are detailed below:

### Assessment and ongoing management of Marine Park permissions

26. Some commercial activities and operations occurring in the Marine Park and the Great Barrier Reef (Coast) Marine Park require a permission. Permissions are issued by the Authority and the Queensland Parks and Wildlife Service through a joint permission system.
27. The Authority will disclose information about your application and any ongoing management of your permission to the Queensland Parks and Wildlife Service to give effect to the joint permission system arrangement.
28. The Authority also makes publicly available pursuant to regulation 114 of the *Great Barrier Reef Marine Park Regulations 1983* copies of all Permits, applications and decisions made on applications for permission via the Permits Register found at <https://secure.gbrmpa.gov.au/ENQEXT>
29. If your application is deemed to be of public interest, there may also be a requirement under the Great Barrier Reef Marine Park Regulations to advertise your application for permission and allow public comment.

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### Joint Field Management Program

30. Through the Great Barrier Reef Intergovernmental Agreement, the Australian and Queensland governments have been working together for the long-term management of the Great Barrier Reef Marine Park. On the water, the Authority and the Queensland Parks and Wildlife Service operate a joint field management program encompassing the Marine Park and the Great Barrier Reef (Coast) Marine Park. The Authority routinely discloses personal information obtained on water about potential offences against Marine Parks legislation as well as vessel monitoring, incident response and other matters necessary for the proper management of the Marine Parks to the Queensland Parks and Wildlife Service.
31. The Authority may also be required to disclose personal information to various third parties, including other Australian and State Government agencies as well as other law enforcement bodies for the purposes of investigating complaints, responding to incidents and managing compliance with the *Great Barrier Reef Marine Park Act 1975* and associated environmental legislation.

### Disclosure to service providers

32. The Authority uses a number of service providers to whom we disclose personal information. These include providers that host our website servers, manage our human resources, undertake research and peer reviews on our behalf, as well as solicitors and external investigators.
33. To protect the personal information that we disclose to these service providers we:
  - enter into a contract or Memorandum of Understanding (MOU) which requires the service provider to only use or disclose the information for the purposes of the contract or MOU;
  - include special privacy requirements in the contract or MOU where necessary.

### Disclosure of personal information overseas

34. The Authority does not generally disclose personal information to overseas entities. If the Authority were required to disclose your personal information overseas we would take reasonable steps to ensure that the overseas recipients of your personal information had sufficient processes in place to ensure that there was no breach of the obligations under the Privacy Act. We would also inform you of the overseas disclosure and the countries to which your personal information was disclosed.
35. Similarly, in some instances we may be required to publish your personal information on the internet, for example through a public consultation process. We are unable to control how a third party will use your personal information if it is published on the internet and, as such, we will advise you if your personal information is to be published on the internet.
36. When you communicate with us through a social network service such as Facebook or Twitter, the social network provider and its partners may collect and hold your personal information overseas.

### Disclosure to the responsible Minister, Parliament and other Government Departments by law

37. We may also be required by law to provide your personal information upon request to the responsible Minister, a House or Committee of the Parliament and the Auditor-General. There may also be occasion where other Australian Government agencies require us by law to provide them with your personal information, such as the Australian Taxation Office and the Australian Competition and Consumer Commission.

### Quality of personal information

38. To ensure that the personal information we collect is accurate, up-to-date and complete we:
  - where necessary, confirm the accuracy of information we collect from a third party or a public source
  - promptly add updated or new personal information to existing records
  - audit our contact lists to check their accuracy.

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39. We also review the quality of personal information before we disclose it.

### Storage of personal information

40. We take reasonable steps to protect the security of the personal information we hold from both internal and external threats by:
- regularly assessing the risk of misuse, interference, loss, and unauthorised access, modification or disclosure of that information
  - taking measures to address those risks, for example, we keep a record (audit trail) of when someone has added, changed or deleted personal information held in our electronic databases and regularly check that staff only access those records when they need to
  - conducting regular internal and external audits to assess whether we have adequately complied with or implemented these measures.
41. Personal information is securely destroyed or de-identified in accordance with our records disposal authority when no longer needed.
42. For further information please see our Security [page http://www.gbrmpa.gov.au/home/security-and-disclaimer](http://www.gbrmpa.gov.au/home/security-and-disclaimer).

### Accessing and correcting your personal information

43. Under the Privacy Act you have the right to ask for access to your personal information that we hold about you, and ask that we correct that personal information. You can ask for access or correction by contacting us and we must respond within 30 days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.
44. We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or to correct, your personal information, we must notify you in writing setting out the reasons.
45. If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to.
46. You also have the right under the *Freedom of Information Act 1982* to request access to documents that we hold and ask for information that we hold about you to be changed or annotated if it is incomplete, incorrect, out-of-date or misleading.

### How to make a complaint

47. If you wish to complain to us about how we have handled your personal information you should complain in writing. Your complaint must describe how you think your privacy has been interfered with, so we can investigate it. It will assist if you can explain:
- what happened
  - when it happened (including dates)
  - what personal information of yours was affected
  - who did it (include names of individuals involved if known)
  - how and when you found out about it.
48. Our procedure for investigating and dealing with privacy complaints is:
- the Privacy Officer receives a written complaint about the alleged breach of privacy
  - the Privacy Officer will acknowledge receipt of your complaint within a reasonable time
  - if further information is required to investigate your complaint, the Privacy Officer will contact you to obtain further details about the alleged interference with your privacy

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- the Privacy Officer will identify the relevant line area where the alleged breach has occurred and will provide details to the Director of that line area to enable that Director to undertake a proper investigation of the alleged privacy breach
  - the relevant Director will provide details of the alleged privacy breach to the Privacy Officer
  - the Privacy Officer will consider the details provided by the line area and determine whether there was an interference of your privacy under the Privacy Act
  - the Privacy Officer will respond to you within 30 days of receiving your complaint.
49. If you have complained to us about the way in which your personal information has been managed, and you do not believe that the matter has been resolved satisfactorily, you should write to the Office of the Australian Information Commissioner (OAIC), preferably using the online complaint form. Further information about making a privacy complaint to the OAIC can be found at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

### How to contact us

**Privacy Officer**  
**Great Barrier Reef Marine Park Authority**  
280 Flinders Street  
PO Box 1379  
Townsville Qld 4810  
Australia  
Phone: + 61 7 4750 0700  
Email: [privacy@gbmpa.gov.au](mailto:privacy@gbmpa.gov.au)  
[www.gbmpa.gov.au](http://www.gbmpa.gov.au)

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